Zoom Account and Software

- If you do not already have a Zoom account, set one up at https://zoom.us. A paid Zoom account is not necessary for any interaction with the court.
- Log into https://zoom.us/profile and set your name, phone and email. Including a photo will help identify you when connecting.
- Install the latest Zoom Client for Meetings at https://zoom.us/download. Although Zoom can be used in a browser only, it is not suitable for participating with the court. The full Zoom client is required for best functionality and best experience with the system.

Settings

Zoom has a lot of settings, and as the Zoom system evolves, certain aspects or features may change. Below are a few settings recommended by the court to improve your video conference.

- **General**: Ask me to confirm when I leave a meeting: **ON**
- **Video:** Enable HD: **OFF**
- **Video:** Always display participant names on their video: **ON**
- **Video:** Always show video preview dialog when joining a meeting: **ON**

Members of the General Public

The calendar for this proceeding that is posted on the court's website will include a phone number for members of the general public to dial in to listen to the court proceedings.

Recommendations

- Mute your phone, and mute all sounds from all other applications (email modifications, chat messaging, etc.)
- Avoid using a mobile device if possible. Although tablets and smartphones can be used, they are very limited, and the performance is inferior.
- Avoid using battery power only (laptops, etc.) Plug into a good power source while in a Zoom meeting.
- Avoid using an open microphone and speakers, such as those that are built into laptops or a webcam. Using a good quality headset (headphones with mic) will often help ensure you can be heard and can hear others with maximum quality.
- Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.
- Avoid distracting real or virtual backgrounds.
- Avoid using WiFi if possible. Connection via a hard-wire Ethernet cable will always be faster and more reliable than WiFi. If you must use WiFi, make sure you're in close range.
- Avoid running any unnecessary applications besides Zoom to conserve your computer's processing power and networking.
- For home networks, if possible, avoid sharing your Internet service with others during the session.

Before Every Court Session using Zoom

- Connect your device to power.
- Make sure your internet connection is good: https://www.pcworld.com/article/2048594/how-to-test-your-home-internet-speed.html
- Test your audio and video.
- Turn off all audio disruptions (phones, messaging alerts, email alerts, etc.)
- Run a quick test to connect with another Zoom user, or use the Zoom test: https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-test-meeting

NOTE: The court is unable to provide technical support for Zoom, for your computer equipment, or for your internet connection.